

## Service Order Management and Supporting Tools

Contribution ID: 6

Type: **not specified**

### Discussion

*Wednesday, 6 March 2019 17:20 (40 minutes)*

Operations tools chain in Order Management,  
Analysis of CRM-SLM interfaces and tooling,  
How SLA will be generated, who is in charge to build the interaction with customer to build the SLA,  
Should it be one aggregated SLA for complex order?

**Session Classification:** Implementaion of Order Management, CRM and other related processes